3/25/2016 Webinar: PM/DDTC IT Modernization Project

Transcript

INDUSTRY USERS' EXPERIENCE.

HOW I'M GOING TO DO THAT I HOPE IS TO HAVE A SINGLE APPLICATION FOR ALL ACTIVITIES.

SO WE ARE NOT GOING TO HAVE A SEPARATE PLATFORM FOR LICENSING AND A SEPARATE PLATFORM FOR REGISTRATION.

WE ARE GOING TO HAVE ONE SINGLE PLACE WHERE YOU'LL COME FOR EVERYTHING.

I WILL TALK A LITTLE MORE ABOUT THAT IN A FEW MINUTES, WHAT THAT ACTUALLY MEANS.

WE ARE ALSO GOING TO IMPROVE STABILITY AND AVAILABILITY OF THE ENVIRONMENT AS I THINK YOU ALL KNOW AND HAVE EXPERIENCED THERE IS AN AWFUL LOT OF TIMES WHERE THINGS ARE NOT WORKING AS THEY SHOULD BE AND WE HAVE HAD TO HAVE A LOT OF BOTH PLANNED AND EVEN SOME UNPLANNED OUTAGES WHICH I HOPE TO IMPROVE WITH A MORE MODERN SYSTEM.

WE ARE ALSO GOING TO DO SOMETHING THAT IS REALLY IMPORTANT TO ME WHICH IS TO ADD ADDITIONAL SECURITY PROTOCOLS FOR ALL THE ENVIRONMENT.

THAT HAS BEEN A CHALLENGE WITH THE OUTDATED SYSTEMS AND ARCHITECTURE THAT WE ARE DEALING WITH RIGHT NOW THAT WILL NOT BE NEARLY THE CHALLENGE WHEN WE USE MORE MODERN SYSTEMS.

FINALLY WE WILL STREAM LINE AND AUTOMATE MANY OF OUR BUSINESS PRACTICES TO IMPROVE ON BOTH ACCURACY AND TIMELINESS OF HOW WE DO OUR WORK WHICH WILL DIRECTLY IMPACT THE INDUSTRY BETTER.

SO WHAT IS GOING TO BE IMPACTED BY THE I.T. MODERNIZATION PROJECT IS REALLY ABSOLUTELY EVERYTHING.

BUT FROM YOUR PERSPECTIVE WE WILL NO LONGER HAVE THE EFF OR D TRADE.

THESE WILL ALL BE ROLLED UP INTO A SINGLE SYSTEM.

ALL THE FUNCTIONS OF THOSE DIFFERENT SYSTEMS THAT ARE EXTERNAL FACE WILL BE IN A SINGLE SYSTEM.

SO EVERYTHING IS GOING TO CHANGE.

ALL OF OUR FORMS ARE GOING TO CHANGE.

THE DATA COLLECTIONS ARE GOING TO CHANGE.

WHAT IS REQUIRED AND NOT REQUIRED WITHIN THE SYSTEMS IS GOING TO CHANGE.

OUR INDUSTRY HOME PAGE WILL CHANGE.

OUR AUTHENTICATION METHODS ARE GOING TO CHANGE AND THE WAY WE PROCESS FEES AND THE WAY YOU PAY THE FEES WILL CHANGE.

I DON'T THINK THERE IS ANYTHING IN THE PROCESS THAT ISN'T GOING TO CHANGE.

THAT'S ONE OF THE THINGS THAT I REALLY WANT TO EMPHASIZE IS THAT CHANGE IS REALLY NEVER EASY FOR ANY OF US.

AND WE'RE IN DIRE NEED OF CHANGE.

BUT WE WANT TO TRY TO HELP PEOPLE SORT OF UNDERSTAND WHERE WE ARE COMING FROM AND SORT OF HOW THIS IS GOING TO ROLL OUT SO THAT YOU CAN GET READY FOR THE CHANGE AND GET YOUR STAFF READY FOR THIS SORT OF CHANGE.

SO WHERE WE ARE IN THE MODERNIZATION EFFORTS AT THIS POINT IS WE HAVE PURCHASED THE COMMERCIAL CASE MANAGEMENT SYSTEM.

ONE THING THAT IS IMPORTANT TO KNOW IS THAT WE AREN'T BUILDING THIS SYSTEM FROM SCRATCH.

WE ARE NOT BUILDING REQUIREMENTS AND DOING WHAT MOST GOVERNMENT AGENCIES HAVE DONE IN THE PAST WHICH IS TO DEVELOP A CUSTOM APPLICATION FOR WHAT I WOULD CONSIDER A PRETTY SIMPLE AND STRAIGHTFORWARD BUSINESS APPLICATION.

SO WE DID THE PROCUREMENT LAST YEAR.

WE FINISHED THAT.

WE DO HAVE A PRODUCT AND WE'RE STARTING TO CONFIGURE AND CUSTOMIZE IT.

SO WE ALSO HAVE COMPLETED FORM UPDATES TO THE REGISTRATION FORM AS WELL AS THE COMMODITY JURISDICTION FORM.

NOW, BOTH OF THOSE FORMS HAVE GONE THROUGH THE OMB PROCESS AND ARE SUBJECT TO PUBLIC COMMENT.

THE NEW REGISTRATION FORM HAS BEEN APPROVED AND THE COMMODITY JURISDICTION FORM IS LIKELY TO BE APPROVED SOON.

SO THE OTHER THING THAT WE HAVE COMPLETED IS WITHIN THE CASE MANAGEMENT SYSTEM THAT I TALKED ABOUT WE HAVE CUSTOMIZED AND CONFIGURED THAT SYSTEM TO HANDLE REGISTRATIONS, TO HANDLE THE FEES AND TO HANDLE COMMODITY JURISDICTIONS.

THAT IS INTERNAL IN TERMS OF WE ARE NOT RELEASING THAT YET.

THERE IS QUITE A PROCESS TO GETTING A NEW SYSTEM DEVELOPED AND IMPLEMENTED IN THE GOVERNMENT.

THERE IS A LOT OF TESTING.

THERE WILL BE INTERNAL TESTING.

THERE WILL BE EXTERNAL TESTING AND THERE WILL, OF COURSE, BE A RIGOROUS PROCESS OF GETTING AN AUTHORIZATION TO OPERATE FROM THE DEPARTMENT OF STATE WHICH IS A FAIRLY LENGTHY AND IMPORTANT PROCESS THAT EVERY FEDERAL GOVERNMENT AGENCY HAS TO GO THROUGH BEFORE THEY IMPLEMENT A NEW SYSTEM.

SO WHAT WE HAVE IN PROCESS IS, AS I SAID, WE DO HAVE THE FORMS APPROVAL.

AND THEN WE ALSO ARE LOOKING INTO HOW TO PROCESS OUR GENERAL CORRESPONDENCE WHICH I HOPE TO CALL SOMETHING DIFFERENT IN THE NEW SYSTEM.

IT IS COMPROMISED OF A NUMBER OF DIFFERENT THINGS.

TRANSFERS WHICH I CONSIDER PART LICENSING AS WELL AS ADVISORY OPINIONS.

AND, OF COURSE, THERE ARE OTHER THINGS.

THOSE ARE THE TWO MAJOR BUCKETS.

OUR PROCESS IS GOING TO CHANGE WITH RESPECT TO THOSE.

WHAT I WOULD LIKE TO SEE AND WHAT WE ARE WORKING ON IS USING THE RETRANSFER PROCESS INCLUDING THAT IN LICENSING FORMS AND CONSOLIDATING SO THAT THERE IS NOT SEVERAL FORMS FOR DIFFERENT TEMPORARY VERSUS PERMANENT EXPORTS AND THAT SORT OF THING.

WE ARE GOING TO CONSOLIDATE ALL OF OUR LICENSING ACTIONS INTO A SINGLE FORM AND THOSE WILL INCLUDE RETRANSFERS, AGREEMENTS, ANYTHING THAT YOU CAN IMAGINE THAT HASN'T YET BEEN AUTOMATED.

WE ARE ALSO LOOKING AT MATERIAL CHANGES UNDER REGISTRATIONS AND WE'RE DEVELOPING FORMS OR ATTACHMENTS TO FORMS THAT WILL CHANGE THE 2032 FOR MATERIAL CHANGES AND WE ARE WORKING ON THAT.

THAT WILL BE SUBJECT TO PUBLIC COMMENT.

WE WILL BE SENDING THAT OVER TO OMB AND YOU WILL HAVE AN OPPORTUNITY TO COMMENT ON THOSE THINGS.

AND THEN, OF COURSE, NEXT UP WITH RESPECT TO WHAT YOU WILL SEE IN THE PROCESS IS THIS NEW LICENSING FORM THAT I HAVE BEEN TALKING ABOUT WHICH WILL INCLUDE THE 5, 6, 61 PLUS ALL THINGS NOT SUBJECT TO A FORM RIGHT NOW LIKE TRANSFERS AND SECURITY AGREEMENTS AND OTHER THINGS.

SO WHAT CAN YOU DO IN THIS PROCESS?

YOU KNOW, I AM REALLY INTERESTED.

I'M NEW TO THE STATE DEPARTMENT AND I'M NEW TO THE DIRECTORATE.

I HAVE BEEN HERE FOR ABOUT 17 MONTHS.

I KNOW A LOT OF THINGS.

I CERTAINLY DON'T KNOW EVERYTHING.

WHAT I LEARNED FROM WORKING IN THE GOVERNMENT BEFORE I WORKED AT THE FEDERAL COMMUNICATIONS COMMISSION FOR OVER TEN YEARS.

AND REALLY THOUGHT I UNDERSTOOD WHAT THE INDUSTRY NEEDED.

WHAT I REALIZED IS ONCE I LEFT GOVERNMENT AND WAS A CONSULTANT FOR INDUSTRY I DIDN'T KNOW VERY MUCH AT ALL ABOUT WHAT THE INDUSTRY NEEDED.

SO I VOWED IF I EVER CAME BACK TO GOVERNMENT THAT I WOULD DO A BETTER JOB OF UNDERSTANDING WHAT INDUSTRY NEEDS AS IT RELATES TO SYSTEMS.

AND SO HERE I AM AND WHAT I'M LOOKING FOR IN PARTICULAR IS YOUR IDEAS ABOUT WHAT WILL MAKE OUR PROCESSES WORK BETTER.

I GUESS THE OTHER THING IS LACK OF BETTER WAY OF COMMUNICATING WITH YOU WE PUT THINGS UP AS NOTICES WHEN WE DO EVENTS.

IF THERE IS A BETTER WAY FOR US TO COMMUNICATE WITH YOU WE CAN DO THAT.

IN THE MEANTIME I ENCOURAGE YOU TO CHECK THE WEBSITE FOR UPDATES ON EVENTS AND TO PARTICIPATE IN WHATEVER EVENTS OR HAVE SOMEONE PARTICIPATE IN WHATEVER EVENTS WE PUT OUT.

I'M NOT GOING TO HAVE EVENTS JUST FOR THE SAKE OF HAVING EVENTS.

I'M GOING TO HAVE EVENTS THAT PROVIDE TIMELY INFORMATION SO THAT YOU CAN PREPARE FOR THIS.

AND IF THERE IS A NEED FOR THEM TO BE MORE FREQUENT SO THAT YOU CAN ENGAGE AND GIVE US MORE INFORMATION ABOUT WHAT YOU THINK WE NEED TO DO THEN I'M ALL FOR THAT.

I'M NOT GOING TO JUST HAVE A SPECIFIC SCHEDULE AND TRY TO THINK OF THINGS TO SAY OR REPEAT MYSELF OR ANY OF THOSE THINGS.

ALL OF THE WEBINARS WILL BE AVAILABLE ON THE WEBSITE.

ANYBODY THAT MISSES THE LIVE VERSION OF IT CAN, OF COURSE, LOOK AT IT AFTER THE FACT.

SO HERE IS A SLIDE OF MY E-MAIL.

I READ MY E-MAILS.

I DO THREE THINGS IN THE GOVERNMENT.

ONE IS TO READ MY E-MAILS.

I'M GOING TO CALL THAT ANSWER THE PHONE.

I GENERALLY THINK ABOUT WHAT IS BEING ASKED AND THEN I RESPOND.

SO EVERY E-MAIL THAT COMES IN I WILL RESPOND TO AND I WILL THINK THROUGH MY RESPONSE.

AND THAT'S SOMETHING THAT IS REALLY IMPORTANT TO ME.

SO IF THERE IS SOMETHING THAT YOU NEED TO COMMUNICATE I'M HAPPY TO HAVE THOSE E-MAILS COME DIRECTLY TO ME.

WE ALSO HAVE A PROJECT TEAM E-MAIL WHICH IS IDENTIFIED THERE WHICH WILL BE OUR PRIMARY WAY OF COMMUNICATING DIFFERENT THINGS.

I SHOULD MENTION, ALSO, THAT TO FACILITATE THIS DISCUSSION WE ARE GOING TO GO TO OMB AND GET APPROVAL TO HAVE A PROPER USER GROUP THAT CAN BE ANY NUMBER OF INDIVIDUALS WHERE WE CAN SPECIFICALLY ASK YOU QUESTIONS BECAUSE WE HAVE TO HAVE APPROVAL IF YOU HAVE MORE THAN NINE PARTICIPANTS AND YOU WANT TO ASK THEM ANY SORT OF SURVEY QUESTIONS OR HAVE THEM PARTICIPATE AS TESTERS OR ANY OF THE PILOT PARTICIPANTS OR ANY OF THAT.

BY THE TIME WE HAVE OUR NEXT CALL WE WILL HAVE THAT APPROVAL BY OMB AND SO WE'LL BE ABLE TO SPECIFICALLY ASK YOU QUESTIONS THAT ARE SORT OF BURNING IN OUR MINDS AS TO WHAT THE BEST WAYS WOULD BE TO HANDLE PARTICULAR SITUATIONS AS WE BUILD ON THESE SYSTEMS.

AND THEN FINALLY I'M SURE YOU ALL KNOW THAT OUR WEBSITE.

THAT'S WHERE AT LEAST FOR THE TIME BEING WE WILL ANNOUNCE ANY SORT OF WEBINAR OR EVENTS THAT WE WILL PARTICIPATE IN ABOUT THIS PROJECT.

SO AT THIS POINT WHAT I'D LIKE TO DO IS TO ANSWER ANY QUESTIONS THAT YOU MIGHT HAVE.

AND IF I DON'T ANSWER I WILL TELL YOU IF I KNOW PART OF THE ANSWER.

IF I DON'T KNOW THE ANSWER I WILL TELL YOU I DON'T KNOW THE ANSWER.

I WILL SEE IF I CAN JUST GO THROUGH THESE AS THEY COME UP.

WHAT YOU DO, I GUESS, IS THERE IS SOMETHING ON YOUR SCREEN WHERE YOU CAN TYPE IN YOUR QUESTION AND I CAN READ IT AND THEN I CAN ANSWER IT.

AND WHAT WE WILL DO IS WE'LL POST THE ANSWERS TO THE QUESTIONS, AS WELL, SO THAT PEOPLE DON'T HAVE TO GO THROUGH AND WATCH THIS WHOLE THING.

SO I'M INTERESTED TO WHEN AGREEMENTS WILL STOP USING VEHICLE WHICH IS CLEARLY NOT FITTED FOR THE PURPOSE.

>> RIGHT.

SO THIS IS SOMETHING THAT WE ARE WORKING ON RIGHT NOW IS DEVELOPING THE DATA MODEL FOR INCLUDING THE TECHNICAL ASSISTANCE AGREEMENTS AND ANY OTHER SORT OF AGREEMENTS.

BUT WE DID AN ANALYSIS OF THIS ALREADY.

WE ARE WORKING WITH KIND OF A TIGHTER TEAM OF INDIVIDUALS THROUGHOUT TO MAKE SURE THAT WE CAPTURED EVERYTHING.

AND WE'LL GO OUT INTO OMB IN THE NEXT FEW MONTHS TO START THE PROCESS OF GETTING THAT APPROVED.

SO THAT WILL BE THE FORMAL TIME IN WHICH YOU WILL BE ABLE TO MAKE COMMENTS ON THE FORM ITSELF.

IT WILL INCLUDE THOSE.

SO THAT'S SOMETHING THAT IS COMING RELATIVELY SOON IN TERMS OF GOING TO OMB.

SO THE NEXT QUESTION WITH REGARD TO INDUSTRY REQUIREMENTS WE ENGAGED WITH THE COMPANY YOU ARE USING FOR THE REVAMP OF THE I.T.

SYSTEM.

HAVE YOU CONSIDERED ENGAGING A HUMAN FACTOR COMPANY TO GATHER INFORMATION ON THE DIFFERENT USER GROUPS?

IDENTIFY THEIR FUNCTIONAL REQUIREMENTS, PRIORITIZE THEM AND THEN WORK WITH THE I.T.

COMPANY TO LOOK AT DESIGN TO MAKE SURE THEY MEET THE NEEDS OF YOUR USER GROUPS.

THIS IS A GREAT QUESTION.

NO.

I HAVE CONSIDERED IT.

AND THE REASON WHY WE ARE NOT DOING IT IS BECAUSE OF TIME.

I HAVE THESE CURRENT SYSTEMS THAT WE ARE USING NEED TO GO AWAY REALLY QUICKLY BECAUSE OF A NUMBER OF OPERATIONAL SECURITY CONCERNS SO WE ARE -- MY OWN VIEW ON THIS IS THAT THE FORMS ARE NOT THAT COMPLICATED.

WHILE WE WOULD BE ABLE TO CERTAINLY DO GREAT THINGS BY USING A NONI.T. COMPANY TO FIGURE OUT HOW TO CREATE THESE USER INTERFACES I MADE THE CONSCIOUS DECISION TO INCREMENTALLY MAKE THIS BETTER.

RIGHT NOW WE ARE USING IBM FORMS, PDF FORM.

WHAT WE ARE GOING TO DO NOW IS ASK THESE QUESTIONS ON A WEB INTERFACE.

IT IS NOT GOING TO BE FANCY BUT IT WILL GET THE JOB DONE AND GET THE JOB DONE QUICKLY.

WE MAY BE ABLE TO ENGAGE IN THESE SORTS OF CONVERSATIONS LATER BUT RIGHT NOW I'M AT A REAL RUSH TO GET THIS SYSTEM DEPLOYED.

I HAVE A YEAR TO GET THIS THING DONE.

AND THAT SEEMS LIKE A LOT OF TIME.

I'M TALKING ABOUT THE END OF DECEMBER.

THERE IS A TREMENDOUS AMOUNT OF CONSTRAINTS ASSOCIATED WITH JUST GOVERNMENT PROCESSES THAT I HAVE TO DEAL WITH.

AND SO THIS IS ONE OF THE THINGS THAT WAS CONSIDERED BUT WE DECIDED NOT TO DO IT.

WHEN DO YOU EXPECT TO HAVE THE ENTIRE TRANSITION COMPLETE?

RIGHT.

SO I'M TOLD I HAVE UNTIL DECEMBER 31.

BUT THERE ARE A LOT OF CONSTRAINTS ASSOCIATED WITH THAT.

THERE IS OMB APPROVAL.

THEY CAN TAKE A LONG TIME ON A GOOD DAY.

AND I'M TOLD THAT THINGS CAN GET SLOWER WITH OMB DURING PRESIDENTIAL YEAR.

SO I'M NOT SURE HOW THAT WILL IMPACT THINGS.

WE HAVE A SCHEDULE TO SHUT DOWN OUR CURRENT SYSTEM BY THE END OF THE YEAR.

I'M HOPEFUL THAT IF WE DON'T MAKE THE END OF THE YEAR THAT WE ARE SHORTLY THEREAFTER.

SO HOW WILL THE DFP 85 LICENSING FORM CHANGE?

THIS IS A GREAT QUESTION AND I DON'T KNOW.

I HAVE NOT BEEN FOCUSSING ON THIS MOSTLY BECAUSE I HAVE BEEN FOCUSSING ON ALMOST EVERYTHING ELSE.

SO I'M GOING TO HAVE TO GET BACK ON THIS QUESTION.

THIS WILL BE SOMETHING THAT WE THINK ABOUT FURTHER ON DOWN THE ROAD.

IT IS NOT INCLUDED IN THIS I.T.

MODERNIZATION.

WHAT IS THE ESTIMATED SCHEDULE FOR COMPLETING THE PROJECT?

I GUESS I ANSWERED THAT.

CAN YOU SHARE MORE ABOUT THE TIMELINE OF SOME OF THE MAJOR MILE STONES OF THE OVERALL SCHEDULE?

SO WHAT WE ARE PLANNING TO DO IS WE ARE PLANNING ON DOING A PHASED IMPLEMENTATION.

SO EFF IS GOING TO BE THE FIRST TO GO.

OF COURSE, THAT WOULD BE OBVIOUS BECAUSE THAT IS WHERE REGISTRATION FORMS ARE.

SO WHAT WE ARE LOOKING AT DOING IS FINALIZING THE DEVELOPMENT OF THOSE TWO PIECES THIS SUMMER AND GOING THROUGH THE SECURITY ANALYSIS TO GET AUTHORIZATION TO OPERATE SOONER ON THOSE PIECES THAN THE OTHER.

WHAT WE WILL DO IS STOP IN DEVELOPMENT AND HAVE SECURITY PEOPLE COME IN AND DO THE THINGS SO WE CAN GET AUTHORIZATION TO OPERATE.

IN THE MEANTIME WE WILL CONTINUE DEVELOPING BUT ALL OF THE FUTURE -- SECOND PHASE WILL COME LATER AT THE END OF THE YEAR.

THAT IS KIND OF THE PLAN.

SO SOME OF THE -- WE ARE LOOKING AT THE REGISTRATION AND MAYBE SOME OTHER PIECES THAT COME IN THE FIRST PHASE BUT CERTAINLY WE ARE HOPING TO GET THOSE TWO PIECES.

IT DEPENDS ON WHAT HAPPENS TO THE APPROVAL.

I CAN'T ASSUME WE ARE GOING TO HAVE THAT BUT WE DO HAVE THE REGISTRATION APPROVAL SO WE SHOULD BE ABLE TO MOVE FORWARD WITH THAT.

SO THE NEXT QUESTION WILL CERTIFICATES BE REQUIRED FOR THE NEW SYSTEM?

WHAT WE ARE GOING TO DO IS WE ARE GOING TO INCREASE OUR SECURITY PROCESS.

THERE IS A LOT OF DATA THAT GETS UPLOADED WITH THESE APPLICATIONS AND THAT IS A GREAT CONCERN TO US THAT WE KNOW WHO IS SENDING.

IT IS A CONCERN TO THE INDUSTRY, AS WELL.

WE DON'T WANT IMPOSTORS BEING ABLE TO GET INTO THE SYSTEM AND APPLY FOR THINGS OR UPLOAD INFORMATION AND NOT BE WHO THEY SAY THEY ARE.

WHAT WE ARE PLANNING IS TO USE THE SOFTWARE CERTIFICATES WE HAVE.

WHAT WE WOULD LIKE TO DO IS IMPLEMENT TOKENS FOR AUTHENTICATION ONCE THE SOFTWARE CERTIFICATE IS EXPIRED THEN YOU WOULD GO AHEAD AND MOVE TO A HARDWARE TOKEN.

AND THIS WOULD NOT BE MUCH MORE IN TERMS OF -- THE TOKEN ITSELF WILL COST $100 OR SOMETHING LIKE THAT SO THERE WILL BE INCREASE IN THE COST AND THOSE THINGS LAST FOR A LONG TIME AND ARE GOING TO BE BETTER FOR EVERYBODY IN TERMS OF MAKING SURE THAT WE ARE AUTHENTICATING YOU AND THAT WE ARE GETTING INFORMATION FROM WHO INTENDS TO SEND THE INFORMATION.

MANUFACTURING LICENSE AGREEMENTS ARE IN THE SAME BOAT?

YES.

THANK YOU.

I DON'T KNOW ENOUGH ABOUT THE BUSINESS TO BE AN EXPERT BUT ALL OF THOSE TYPES OF AGREEMENTS ARE GOING TO BE PART OF THIS OVERALL LICENSING FORM.

LET'S SEE.

YOU MENTIONED ADDITIONAL SECURITY PROTOCOLS.

CAN YOU EXPAND A BIT ON THAT AND WHETHER THE DIGITAL CERTIFICATES FOR THE SINGLE LICENSE FORM BEING CREATED WILL GO AWAY.

I HAVE ANSWERED THAT.

IN THE MODERNIZATION EFFORT PART OF THE CHANGES DO THEY SYNC WITH THE SYSTEM FOR OVERALL SINGLE FORM PLATFORM?

THIS IS A GREAT QUESTION.

LET ME EXPLAIN HOW WE ARE HANDLING THIS.

I'M INVOLVED IN BOTH PROJECTS.

I TALK TO OMB, THEY HAVE RECOMMENDED THAT WE PUT FORWARD OUR SINGLE FORM FOR OMB APPROVAL FOR PUBLIC COMMENT AND THAT WHATEVER TIMELINE THE SINGLE FORM FROM THE INTERAGENCY COMES THROUGH -- WE ARE PARTICIPATING IN THAT EFFORT.

I AM CO LEADING THAT EFFORT WITH JERRY HORNER AT COMMERCE.

WE ARE STARTING WITH HAVING A SINGLE PORTAL IN THE WEBSITE.

WE ARE VERY SOON GOING TO MEET IN THE NEXT WEEK OR SO TO HAVE OUR FIRST CONVERSATION ABOUT HAVING AN INTERAGENCY SINGLE FORM.

NOW, I DON'T KNOW HOW THAT IS GOING TO GO.

I DON'T KNOW HOW LONG THAT IS GOING TO TAKE WHICH IS WHY IT WAS IMPORTANT TO ME THAT WE MOVE FORWARD INDEPENDENTLY SO THAT IF THAT GETS STALLED WE ARE NOT STALLING OUR OWN SINGLE FORM.

BUT OUR SINGLE FORM IS A SUBSET OF THE AGENCY SINGLE FORM.

MY HOPE FOR THAT PROJECT IS THAT WE CAN COME TO AN AGREEMENT ON COMMON TERMS AND COMMON THINGS AND THAT WE HAVE A PROCESS WHERE WE HAVE A DATA MODEL THAT INCLUDES TREASURY, COMMERCE AND STATE AND THAT WE HAVE A SINGLE FILE FORMAT FOR TRUE BATCH FILING SO THAT PEOPLE CAN WHENEVER THEY WANT TO THEY CAN SEND US UP ALL THE DATA FOR WHETHER A COMMERCE LICENSE OR A STATE LICENSE OR TREASURY LICENSE AND THEN IT WILL GET PROCESSED.

IT WON'T MATTER TO YOU BECAUSE YOU WILL JUST HAVE TO UPLOAD ALL THE INFORMATION AND THE GOVERNMENT WILL TAKE IT FROM THERE.

I ALSO HOPE THAT WE'LL HAVE SOME KIND OF FORMS FOR PEOPLE THAT DON'T WANT TO PARTICIPATE WITH BATCH FILING WILL BE ABLE TO DO.

I THINK THE OTHER CONSTRAINT THAT I HAVEN'T TALKED ABOUT THAT IS REALLY IMPORTANT IS SORT OF MAKING THE RULE CHANGES TO HAVE ALL OF THIS DESCRIBED IN A WAY THAT MAKES SENSE.

THAT IS SOMETHING THAT WE ARE CONCURRENTLY WORKING ON WITHIN OUR OWN I.T. MODERNIZATION EFFORTS.

SO THE CURRENT DIGITAL CERTIFICATE -- THE QUESTION IS WILL THE CURRENT DIGITAL CERTIFICATE REMAIN VALID OR DO WE NEED TO OBTAIN A NEW DIGITAL CERTIFICATE.

THE CURRENT DIGITAL CERTIFICATE WILL REMAIN VALID.

WHEN IT EXPIRES WE WILL BE ASKING YOU TO GET A HARD TOKEN FOR AUTHENTICATION.

WHAT IS THE NEXT QUESTION?

IS THERE AN E-MAIL UPDATES TO INDUSTRY REPRESENTATIVES CAN REMAIN -- I CAN'T READ THAT.

CAN REMAIN APRIZED OF UPDATES AND DEVELOPMENTS.

FOR EXAMPLE, IT WOULD BE HELPFUL TO HAVE WEEKLY E-MAILS THAT IDENTIFY MAJOR EVENTS WITHIN THE NEXT 30 OR 60 DAYS, IDENTIFY WHEN THE VERSION WILL GO TO OMB.

WE DON'T HAVE THAT.

WE MAY BE ABLE TO DO SOMETHING LIKE THAT.

WE'LL LOOK INTO.

WE'LL RESPOND IN WRITING TO THAT QUESTION.

DOES THE NEW CASE MANAGEMENT SYSTEM REQUIRE ACES CERTIFICATION OR WILL IT BE LIKE SNAP SYSTEM WHERE THERE IS REQUIREMENT TO OBTAIN A DIGITAL CERTIFICATE?

>> WE ARE LOOKING AT DOING ULTIMATELY DOING HARD TOKENS.

AND I SHOULD SAY THIS.

IT DEPENDS ON THE USER TYPE, BUT FOR LICENSEES WE ARE LOOKING AT HARD TOKENS.

FOR LICENSE APPLICATIONS.

A REGISTRATION MAY REQUIRE LESS IF YOU ARE NOT DOING LICENSES, FOR EXAMPLE.

60 DAY AND FIVE DAY NOTICES BE MOVED?

>> YES.

THAT IS WHAT WE ARE CURRENTLY WORKING ON IS GETTING ALL OF THAT DATA PART OF THE 2032 FORM.

THAT IS WHAT IS NEXT TO GO TO OMB AND TO BE PUT INTO THE SYSTEM.

MANY INDUSTRY USERS ARE USING OCR SOFTWARE AS THE VEHICLE TO UPLOAD THE D TRADE.

WILL USERS BE ABLE TO CONTINUE TO USE OCR OR WILL -- OCR WILL DEFINITELY NEED TO UPDATE THEIR SOFTWARE BECAUSE THE FORMS ARE GOING TO CHANGE AND IT'S GOING TO REQUIRE OCR TO CHANGE THEIR SOFTWARE.

AND THERE MAY BE OTHER INDUSTRY SOFTWARE COMPANIES THAT DECIDE THEY WANT TO CREATE A PROGRAM THAT WILL BE ABLE TO OPERATE WITH OURS AND THEY WILL BE ABLE TO DO THAT.

SO WE WILL DEFINITELY HAVE A NEW DATA MODEL AND ANYBODY WORKING WITH US WILL HAVE TO UPDATE THEIR PROGRAM.

WILL THE SYSTEMS BE SAFE?

STATE DEPARTMENT WAS HACKED LAST YEAR.

WILL ANYTHING BE DIFFERENT?

YES.

THINGS -- I SHOULD SAY FIRST OF ALL THAT THINGS DO NEED TO BE DIFFERENT.

OUR SYSTEM -- YOU KNOW, WE HAVE AN INTERNAL SYSTEM FOR APPLICATIONS SO THAT WAS NOT PART OF THE SYSTEM THAT WAS SUBJECT TO THE PROBLEM.

BUT ALL FEDERAL AGENCIES HAVE TO BE CONCERNED ABOUT SECURITY AND WE ARE VERY CONCERNED ABOUT SECURITY AND WE ARE MAKING ENORMOUS -- WE ARE DOING EVERYTHING DIFFERENT.

THE ISSUE HERE IS THAT D TRADE AND ALL OF OUR INTERNAL SYSTEMS THAT SUPPORT DDTC HAVE BEEN AROUND FOR A REALLY LONG TIME.

PART OF THIS EFFORT IS TO USE MODERN TOOLS, ARCHITECTURE INFRASTRUCTURE SO THAT YOU CAN BE SECURE AND ALSO ENHANCING REQUIRING THOSE HARD TOKENS WILL ALSO MAKE IT VERY DIFFICULT FOR PEOPLE TO COME IN AND SAY THEY ARE SOMEBODY THAT THEY ARE NOT.

AND SO THE IDEA IS THAT EVERY SYSTEM IN THE GOVERNMENT AND ELSEWHERE NEEDS TO BE REALLY COGNIZANT OF THIS.

I WOULD SAY THAT A LOT OF OUR PROJECT TEAM, EVERYBODY GETS INVOLVED IN DISCUSSIONS ABOUT SECURITY AND ALL THE SYSTEM BEING SECURE.

SO IT IS PARAMOUNT TO OUR SYSTEM DEVELOPMENT.

I SORT OF SEE IT AS IMPORTANT AS IT BEING OPERATIONAL IT MUST BE SECURE.

SO IT'S A BIG DEAL.

ARE YOU CONSIDERING A SYSTEM TO SYSTEM APPROACH TO ALLOW INDUSTRY TO AUTOMATICALLY SUBMIT AND RETRIEVE THE AUTHORIZATION?

DEFINITELY.

I DON'T WANT TO ASSUME THAT EVERYBODY IS GOING TO WANT TO DO THAT, BUT I THINK THAT IS A REALLY IMPORTANT PIECE OF THIS PUZZLE IS TO -- WE'RE NOT GOING TO BE ABLE TO AND WE WON'T BE BUILDING INTERFACES THAT ARE UNIQUE TO EVERY CUSTOMER.

THAT IS NEVER GOING TO HAPPEN.

THAT IS NOT WHAT WE ARE IN BUSINESS TO DO.

WE ARE GOING TO BUILD A MODEL AND IT'S GOING TO BE -- WE ARE GOING TO WORK WITH INDUSTRY TO BUILD THAT MODEL.

AT THE END OF THE DAY WE WILL HAVE A SINGLE WAY OF DOING THIS.

AND WHAT THAT WILL LOOK LIKE IS WHETHER A SOFTWARE VENDOR OR COMPANY THEY ARE GOING TO HAVE TO GO THROUGH RIGOROUS TESTING WITH US IF THEY WANT TO BE PARTNERS IN TERMS OF FILING THEIR OWN OR APPLICATIONS FOR OTHERS.

AND CERTAINLY WE WILL HAVE THAT FEEDBACK LOOP SO THAT WHEN THE LICENSES ARE ADJUDICATED YOU HAVE THAT INFORMATION, AS WELL.

THEN, OF COURSE, WE ARE NOT GOING TO NOT HAVE A WAY FOR SMALL COMPANIES TO COME IN AND DO IT THEMSELVES.

AT THIS POINT I THINK BOTH WAYS ARE IMPORTANT AND THAT DOES THE BEST JOB OF TAKING CARE OF ALL OF THE STAKEHOLDERS.

THAT IS AN ASSUMPTION I'M MAKING.

I HAVE BEEN IN THIS BUSINESS FOR A WHILE.

I HAVE DONE THESE TYPES OF SYSTEMS FOR REGULATORY AGENCIES BEFORE.

IF THAT IS A BAD ASSUMPTION I'M ABSOLUTELY WILLING TO CHALLENGE IT.

IF WE DON'T MEET ONE OR THE OTHER OF THESE THINGS I'M CERTAINLY WILLING TO DO THINGS DIFFERENTLY.

IF WE NEED A THIRD WAY, IF IT MAKES SENSE I'M CERTAINLY WILLING TO CONSIDER IT.

HOW WILL THESE FORMS HELP WITH THE CHALLENGES WHEN WE HAVE AN UPDATE TO FORMS AND NEW VERSIONS OF THE FORMS -- THIS IMPACTS US SEVERAL TIMES A YEAR.

THAT IS GOING TO CONTINUE.

YOU KNOW, THERE WON'T BE ONE FOR A WHILE BECAUSE THERE HAVEN'T BEEN ANY CHANGES.

BUT ONCE ECR IS FINISHED THEN YOU'RE NOT GOING TO HAVE SMALL CHANGES MANY TIMES A YEAR.

WITH ANYTHING THIS IS A PIECE MEAL PROCESS AND A VERY DIFFICULT PROCESS.

I'M NOT DIRECTLY INVOLVED IN THE ECR CHANGING THE CLASSIFICATIONS.

IT'S SERIOUS WORK BEING TAKEN VERY SERIOUSLY BY STATE AND COMMERCE AND EVERYONE ELSE INVOLVED.

THERE WILL BE A FEW MORE OF THOSE WITHIN THE PROCESS.

I COME FROM AND THIS IS PROBABLY IMPORTANT FOR ME.

I PROBABLY SHOULD HAVE SAID THIS EARLIER.

I COME FROM SOFTWARE DEVELOPMENT.

I WORKED IN THE PRIVATE SECTOR BETWEEN MY TWO GOVERNMENT STINTS.

I KNOW WHAT IT IS LIKE TO HAVE SOFTWARE CHANGING ALL THE TIME.

I DON'T LIKE IT.

I HAVE ALSO BEEN VERY HEAVILY INVOLVED SINCE I STARTED HERE ON THE ACE PROGRAM AND FOR ANY OF YOU THAT HAVE BEEN INVOLVED IN THAT YOU KNOW WE PUT OUR MESSAGE SET OUT AND WE NEVER CHANGED IT.

I'M NOT CHANGING IT UNTIL WE HAVE A MEANINGFUL CHANGE TO MAKE.

AND THERE ARE SOME THINGS I WOULD LIKE TO DO BUT THEY ARE NOT GOING TO BE DONE PIECE MEALED.

THEY WILL BE DONE ONCE AND DONE RIGHT THE FIRST TIME.

SO THE QUESTION, ANTICIPATE HAVING ALL LICENSES PLUS AGREEMENTS ROLLED INTO ONE FORM BY YEAR END?

YES.

THAT'S THE INTENT.

AND LIKE I SAID WE HAVE DONE THE WORK OF LOOKING AT THAT.

WE'RE STARTING INTERNAL PROJECT TEAM.

WE ARE GOING TO BE PART OF THIS INTERAGENCY TIGER TEAM.

WE ARE GOING TO HAVE THE INDUSTRY ALSO PARTICIPATE IN THE ONE FORM ON THE INTERAGENCY PART.

AND WE CAN HAVE THE INDUSTRY INVOLVED IN A TIGER TEAM HAVING TO DO WITH THE ONE FORM SPECIFICALLY HOW WE'RE LOOKING AT IT.

I WILL TAKE BACK FIRST QUESTION ABOUT THE TREES.

THE TREES ARE A SMALL PIECE OF THIS.

I DON'T COMPLETELY UNDERSTAND THEM.

SO WE NEED TO DO SOME WORK ON THAT.

I APPRECIATE THE COMMENTS, THANK YOU.

CAN WE USE -- WHAT KIND OF CARDS?

ECA CARDS.

YES.

YOU CAN USE ECA CARDS.

HARDWARE TYPE SOUNDS LIKE ANOTHER HURDLE TO LICENSING.

IS THIS DEFINITE?

>> BASED ON THE SECURITY CONCERNS ABOUT LICENSEES AND OTHER USERS TO UPLOAD DATA.

THIS IS THE BEST APPROACH TO TAKE IS USING HARDWARE TOKENS.

I DON'T THINK -- I MEAN, I DON'T KNOW IF I WOULD CHARACTERIZE IT AS A HURDLE.

I'M NOT SAYING PEOPLE WOULDN'T CONSIDER IT TO BE A HURDLE.

I CONSIDER THE SECURITY OF THE SYSTEM AND WHO IS ACCESSING IT TO BE EXTREMELY IMPORTANT VITAL AND IN OTHER INSTANCES DECADES AGO WE WERE USING HARDWARE TOKENS AND I DON'T BELIEVE THAT THEY ARE THAT DIFFICULT TO USE.

I HAVE USED THEM.

PEOPLE USE THEM IN ALL SORTS OF DIFFERENT APPLICATIONS.

WHAT I WILL SAY IS THAT I TALKED TO THE SECURITY PEOPLE AND I SAID I WANT FLEXIBILITY.

I WANT PEOPLE TO BE ABLE TO USE SECURE METHODS AND THAT IS WHY WE ARE CONTINUING TO USE THE CERTIFICATES.

IF YOU WORK WITH D.O.D. OR OTHER AGENCIES AND HAVE AUTHENTICATION THAT IS VERY STRONG WE WILL CONSIDER USING THOSE THINGS.

I'M NOT LOOKING FOR EVERYBODY TO HAVE A SEPARATE THING THAT THEY HAVE TO WORK WITH DIFFERENT AGENCIES WITH.

IT IS REALLY IMPORTANT TO ME THAT THIS SYSTEM IS SECURE AND LIKEWISE IMPORTANT I THINK TO EVERY EXPORTER OUT THERE.

WILL WE STAY CONNECTED TO THE SYSTEM?

WE EXCHANGE DATA.

OF COURSE, IT'S PART OF THE BOUNDARY OF THE SYSTEM BECAUSE WE ARE SENDING DATA OVER.

SO THAT WILL CONTINUE TO BE AUTOMATED.

AS I SAID BEFORE I'M WORKING VERY CLOSELY ON THAT AUTOMATION AND WE ARE WORKING NOW ON A PILOT TO -- THIS IS GOING TO BE REALLY EXCITING.

WE HAVE CHANGED THE WAY WE WORKED.

SO THERE IS NOT GOING TO BE THE NEED FOR ONCE WE GET THROUGH THE PILOT PROCESS WHICH THERE IS PILOT ACTIVITIES GOING ON WITH EXPORTERS.

WE'RE HAVING PHONE CONVERSATIONS AND TRYING TO GET THESE PILOTS ORGANIZED.

AND IT'S GOING TO BE VERY EXCITING FOR EXPORTERS BECAUSE THEY'RE NOT GOING TO HAVE TO DO MANUAL -- NO LONGER GOING TO DO MANUAL.

THAT IS ALL AUTOMATED.

THAT SOFTWARE HAS BEEN DEVELOPED.

WE ARE IN THE PROCESS OF TESTING IT.

AND WHAT IT WILL MEAN TO INDUSTRY IS THAT YOU ARE NOT GOING TO HAVE TO KEEP THESE PIECES OF PAPER AND SEND THEM ALL OVER THE COUNTRY TO PROCESS THE IMPORTS.

SO I THINK THAT WILL BE REALLY GOOD BUT IT'S GOING TO CONTINUE IN THE NEW SYSTEM.

WILL THERE BE AN OPTION TO TRANSMIT THE SINGLE APPLICATION ELECTRONICALLY TO THE NEW SYSTEM FROM EXTERNAL SYSTEMS?

YES.

WE WANT TO WORK WITH OCR AND WITH ANY OTHER COMPANY THAT CAN DELIVER BEING A PARTNER WITH US.

SO WE'LL DEVELOP A DATA MODEL AND WE'LL WORK WITH YOU ON THAT DATA MODEL.

IT WILL BE A SINGLE DATA MODEL.

AND THEN SOFTWARE COMPANIES OR EXPORTERS CAN FILE BATCH PROCESSES.

I THINK THAT RIGHT NOW MY UNDERSTANDING OF THAT BATCH PROCESS IS THAT YOU HAVE TO SEND EACH INDIVIDUAL FILE SEPARATELY.

THAT'S NOT HOW I ENVISION THIS.

I ENVISION THIS BEING A TRUE BATCH PROCESS WHERE YOU CAN SEND IN A SINGLE FILE WITH AS MANY LICENSES AS YOU WANT TO.

WILL CONTINUE TO ALLOW INDUSTRY VENDOR DEVELOPED SYSTEMS TO INTERFACE WITH SYSTEMS VIA STANDARD WEB INTERFACE?

YES.

I THINK THAT IS THE SAME QUESTION.

WE CAN MOVE ON, I THINK.

IF WE BEGIN ROLLING OUT NOTICES WILL YOU CONSIDER HAVING ADDITIONAL WEBINARS LIKE THIS?

I THINK IT'S BEEN A LONG TIME.

IT TOOK A LONG TIME TO GET THIS STARTED BECAUSE I WANTED TO BE ABLE TO TELL YOU SOME THINGS THAT WERE CONCRETE.

BUT I'M LOOKING FOR FEEDBACK ABOUT HOW OFTEN.

WE'RE -- WHAT I DON'T WANT TO DO IS SPEND SO MUCH TIME REPEATING MYSELF.

WHAT I WOULD REALLY LIKE TO DO IS HAVE THESE SORT OF ON A REGULAR BASIS BUT NOT TOO OFTEN BUT GIVE YOU NOTICE SO THAT YOU CAN PLAN ACCORDINGLY AND GIVE YOU ENOUGH NOTICE SO YOU CAN GIVE MEANINGFUL FEEDBACK SO THAT YOU CAN LISTEN TO AND USE.

SINCE ALREADY POWERED OFFICIALS WHY DOESN'T SEND NOTIFICATION VIA E-MAIL?

WE CAN DO THAT.

WE CAN DO THAT.

WE ARE GOING TO HAVE TO DO A LOT OF DIFFERENT WAYS BECAUSE A LOT OF PEOPLE DON'T NECESSARILY READ E-MAILS.

WE CAN PROBABLY DO WEB NOTICES BUT ALSO SEND NOTIFICATION VIA E-MAIL FOR ADDITIONAL EVENTS SO THAT PEOPLE KNOW WHAT IS GOING ON.

SO THE QUESTION IS ABOUT BATCH FILING.

YOU USE THE TERM BATCH FILING.

CAN YOU IDENTIFY WHAT YOU MEAN BY THIS?

SO CURRENTLY WE HAVE SOMETHING CALLED BATCH FILING.

IT'S BASICALLY A FILE FORMAT AND OCR, OF COURSE, IS ONE OF THE COMPANIES AND THEN A LARGE EXPORTER THAT ALSO USES IT.

IT IS EFFECTIVELY A MECHANISM WHERE YOU DON'T USE A WEB INTERFACE.

IT'S NOT LIKE SOME TURBO TAX WHERE YOU ARE KEYING IN EVERY FIELD.

IT'S USUALLY SOMETHING THAT IS AN OUTPUT TO A LARGER SYSTEM AND THEN YOU END US THE FILE AND WE PROCESS THE FILE AND PUT IT INTO OUR SYSTEM TO PROCESS.

SO CURRENTLY THE BATCH PROCESS IS FORM BY FORM, ONE FORM TO EACH BATCH.

I DON'T SEE IT WORKING THAT WAY.

I SEE IT WORKING AS IF YOU HAVE TEN CASES THAT YOU NEED TO SEND TODAY BECAUSE YOU'RE OCR AND YOU CAN SEND TEN CASES AND WE'LL PROCESS THAT AND GET IT IN FOR ADJUDICATION.

SO THE QUESTION IS, WILL THE NEW SYSTEM BE CURRENT AS OPPOSED TO 24 HOURS OR MORE DELAYED?

>> WHAT IS HAPPENING RIGHT NOW IS THAT THIS DATA IS KIND OF TAKING US AROUND TO GET ITSELF OVER TO U.S. EXPORTS.

PART OF OUR HOPE IS TO STREAM LINE THESE THINGS SO THAT IT WILL BE VERY CURRENT.

YOU'LL SUBMIT YOUR LICENSE APPLICATION AND WITHIN A FEW MINUTES YOU WILL BE ABLE TO SEE IT.

THIS IS GOING TO REQUIRE CHANGES ON THE U.S. EXPORTS SIDE BECAUSE THERE IS MANUAL PROCESSING ASSOCIATED WITH GETTING IT IN.

I AM ALSO PART OF THAT GROUP TRYING TO MAKE CHANGES TO MAKE IT MORE EFFICIENT.

THAT IS THE HOPE.

WE DON'T HAVE COMPLETE CONTROL.

YOU KNOW IT HAS BEEN SUBMITTED TO US AND WE WILL PUT TIMEFRAMES ASSOCIATED WITH WHEN IT WILL BE IN.

IT MIGHT COME IN FOUR HOURS OR A DAY, 45 MINUTES.

IT DEPENDS WHEN YOU FILE HOW QUICKLY OR HOW CLOSE YOU ARE TO THE FOUR TIMES OR THREE TIMES A DAY THAT WE DO IT.

SO I WILL PROMISE YOU THAT YOU WILL KNOW WHEN IT WILL BE THERE SO THAT YOU CAN TAKE ACTION IF IT'S NOT.

AN EQUIVALENT FORM FIELD POSTED ON THE WEBSITE.

IS OCR SOFTWARE AN EQUIVALENT?

I'M NOT SURE I UNDERSTAND THE QUESTION, BUT MY UNDERSTANDING OF OCR IS THAT THEY HAVE AN INTERFACE AND WHAT THEY DO IS THEY JUST UPLOAD THE DATA TO US.

SO THEY ARE SORT OF INTERMEDIATEIARY.

THAT IS NOT SOMETHING THAT WILL BE POSTED ON THE WEBSITE BECAUSE IT'S A COMMERCIAL PROVIDER THAT IS DOING THOSE SERVICES.

THEY WOULD MARKET THEIR COMMERCIAL OFFERINGS AND WE WOULD BE RESPONSIBLE FOR PROCESSING THAT DATA.

WE ARE NOT GOING TO PUT THAT ON OUR WEBSITE.

WILL YOU BE CREATING AN INDUSTRY WORKING GROUP TO ASSIST WITH THE EFFORT OR GET PUBLIC INFORMATION JUST FROM OTHER COMMENTS AND WEBINARS SUCH AS THIS ONE.

I WOULD LIKE TO HAVE AN INDUSTRY WORKING GROUP TO ASSIST WITH THIS.

THIS IS SORT OF KICKING OFF THAT PROCESS.

AND I DO WANT TO GET OMB APPROVAL SO I CAN HAVE MORE THAN NINE PARTICIPANTS BECAUSE I DON'T WANT TO LIMIT THE NUMBER OF PEOPLE THAT CAN BE PART OF THIS DIALOGUE.

ONCE I GET THE OMB APPROVAL WE ALREADY HAVE -- WE DID A WEB NOTICE EARLIER IN THE YEAR, ACTUALLY LAST YEAR AND WE GOT A NUMBER OF PEOPLE WHO WANTED TO BE PART OF THE USER GROUP.

AND THEN GET THE LIST OF PEOPLE THAT WANT TO PARTICIPATE AND THEN WE CAN TOGETHER DECIDE WHAT THE BEST WAY OF HAVING THOSE KINDS OF COMMUNICATIONS ARE.

IF THE GROUP IS TOO BIG THEN A CONFERENCE CALL CAN GET UNRULY.

I'M LOOKING FOR PEOPLE TO GIVE ME IDEAS ABOUT HOW THE BEST WAY TO ENGAGE IS.

 WE'RE OPEN TO ALL OF THAT, WE'RE OPEN TO SUGGESTIONS.

WILL IT CONTINUE TO BE HANDLED OUTSIDE THE I.T. SYSTEM?

WILL DEPLOYMENT OF TOKENS ALLOW FOR LICENSING?

THIS IS A REALLY GOOD QUESTION.

IT'S NOT SOMETHING I THOUGHT ENOUGH ABOUT TO BE ABLE TO ANSWER.

FOR NOW IT'S NOT PART OF THE CURRENT I.T. MODERNIZATION EFFORT SO THE ANSWER IN THE SHORT TERM FOR THE NEXT YEAR WE'RE NOT DOING IT.

AND WE'RE NOT PUTTING IT INTO THE I.T. SYSTEM SO IT WILL CONTINUE TO BE HANDLED OUTSIDE OF IT.

BUT I DO WANT IT PART OF AN I.T.

SYSTEM.

I JUST HAVE A LOT TO DO TO GET OFF OF THE EXISTING SYSTEMS AND ON TO THE NEW SYSTEM.

IT'S A MATTER OF PRIORITIZING THINGS.

WILL THE QUESTIONS EVER END?

IS THAT IT?

WE HAVE TEN MINUTES.

ANY QUESTIONS THAT I DON'T GET TO WE WILL ANSWER AND MAKE THEM AVAILABLE WE ARE GOING TO END RIGHT AT 11:00.

WILL THE SYSTEM TO SYSTEM APPROACH BE ROLLED OUT AT THE SAME TIME AS THE WEB INTERFACE?

YES.

IT WILL TAKE EXACTLY THE SAME PATH.

OF COURSE, THE NEW FORM HAS TO BE APPROVALED, MODEL HAS TO BE DONE.

WE HAVE TO TAKE THE DATA AND IT WILL ALL ROLL OUT AT THE SAME TIME.

WILL THE TOKEN BE USABLE -- WILL THE TOKENS -- I CAN'T -- PASS SECURITY PROTOCOLS?

SO I'M NOT EXACTLY SURE WHAT --

I'M NOT SURE HOW TO ANSWER THAT QUESTION.

IT'S A GOOD ONE.

I WOULD LIKE TO DEFER THAT AND PUT IT IN WRITING.

SO WILL INDUSTRY BE ABLE TO SUBMIT VOLUNTARY DISCLOSURES?

YES.

I SHOULD HAVE MENTIONED THIS BEFORE.

I'M SORRY.

THANK YOU SO MUCH FOR THIS QUESTION.

VOLUNTARY DISCLOSURES WILL BE PART OF THE CASE MANAGEMENT SYSTEM.

WE ARE GOING TO PUT SOME INFORMATION.

WE WILL GO TO OMB WITH THAT COLLECTION, AS WELL.

SO IT'S BASICALLY ONE STOP SHOP.

WE WILL BE ABLE TO -- IT WILL --

IF YOU ARE IN YOUR HOME PAGE OF THE CASE MANAGEMENT SYSTEM YOU WOULD HAVE THAT OPTION TO SUBMIT A VOLUNTARY DISCLOSURE.

IT WILL PREFILL SOME DATA AND YOU WILL UPLOAD INFORMATION ABOUT THAT.

HARD TOKEN AS IN A CARD?

WILL WE BE ABLE TO USE ECA IF WE HAVE IT?

YES.

AND A NUMBER OF OTHER THINGS.

IT COULD BE A CARD.

IT COULD BE A TOKEN.

THAT'S THE ONLY THING I DON'T MEAN TO SAY IT IS AN RC TOKEN.

THE LITTLE THING THAT HAS ALL THE NUMBERS COMING UP.

THERE WILL BE A LOT OF OPTIONS THAT WE WILL GET INTO ONCE WE GET CLOSER.

IF THE DIGITAL CERTIFICATE EXPIRES BEFORE ONLINE YOU CAN GET HARDWARE TOKEN IN THE INTERIM.

IT WILL NOT WORK IN D TRADE.

WE ARE TRYING TO NOT MAKE CHANGES TO D TRADE.

THIS IS TRICKY AND UGLY PART OF THE IMPLEMENTATION.

AND SO WHAT'S LIKELY TO HAPPEN IS THAT, YOU KNOW, UNTIL WE GET THE LICENSES INTO THE CASE MANAGEMENT SYSTEM AND YOU ARE STILL WORKING ON D TRADE YOU WILL WANT TO GET THE CERTIFICATE FOR D TRADE AND THEN IT WILL CONTINUE TO OPERATE IN THE NEW SYSTEM.

SO WE ARE NOT GOING TO MAKE ANY OF THOSE CHANGES BECAUSE IT'S REALLY -- I WOULD LOVE TO DO THAT BUT IT IS A BAND WIDTH ISSUE.

IT IS SO MUCH TO DO THAT WE ARE NOT GOING TO MAKE CHANGES, VERY MANY CHANGES TO D TRADE.

WHAT I SHOULD SAY AT THIS POINT IS THAT WE ARE MAKING A CHANGE TO THE FORMS.

THIS WAS IMPORTANT TO ME BECAUSE IT JUST WAS SORT OF UNTENABLE TO ME THAT THE CURRENT VERSION OF IBM FORMS, IT WORKS WITH INTERNET EXPLORER WHICH IS FINE.

IT SHOULD WORK WITH OTHER BROWSERS, BUT THE ISSUE THAT WAS COMING UP IS THAT IF YOU HAVE FIREFOX ON YOUR COMPUTER IT WOULD WORK.

SO PEOPLE WERE REQUIRED TO TAKE FIREFOX OFF THE COMPUTER TO GET IT TO WORK.

TO ME THAT WAS UNACCEPTABLE.

SO WE'RE MAKING A CHANGE THAT WILL ALLOW FIREFOX TO BE ON THE COMPUTER.

THAT DOESN'T MEAN IT WILL WORK ON FIREFOX.

I FEEL SILLY TALKING ABOUT THIS IN THIS WAY.

IT SEEMS SO OBVIOUS THAT THESE THINGS SHOULD WORK BETTER.

BUT WE ARE GOING TO GO OUT NEXT WEEK WITH A NEW FORM AND THAT IS BASICALLY AN UPGRADED VERSION OF THE IBM FORMS SO PUBLIC WEB NOTICES WILL GO OUT BY FRIDAY OF NEXT WEEK AND THE NEW FORMS WILL BE MANDATORY AS OF THE 15th OF APRIL.

THAT'S ANOTHER THING THAT IS CHANGING.

WE HAVE A FEW MORE MINUTES.

AND I'M GOING TO STOP FURTHER QUESTIONINGS RIGHT NOW BECAUSE I MIGHT NOT GET THROUGH IT.

I WANT TO THANK YOU AGAIN FOR GETTING ON THIS WEBINAR AND FOR ENGAGING WITH US.

I'M VERY EXCITED ABOUT THE CHANGES.

I KNOW IT'S DAUNTING TO IMAGINE THAT WE ARE GOING TO DO ALL OF THIS IN THE NEXT NINE MONTHS.

IT IS DAUNTING TO ME BUT I KNOW IT MUST BE DAUNTING TO EVERYBODY ON THE WEBINAR AND EVERYBODY IN THE INDUSTRY.

SO I JUST WANT TO THANK YOU IN ADVANCE FOR YOUR PATIENCE WITH US.

I THINK IT IS GOING TO BE WITH EVERY CHANGE IT IS DIFFICULT TO CHANGE.

I THINK THAT IT WILL BE BETTER VERY SOON.

I DON'T THINK IT WILL BE -- I'M HOPING IT'S NOT A TERRIBLY PAINFUL TRANSITION BECAUSE THERE WILL BE ENOUGH THINGS THAT WILL BE HELPFUL TO YOU, I THINK.

LOT OF WHAT WE ARE GOING TO DO IS IF WE HAVE DATA WE WILL TRY TO PREPOPULATE.

THAT IS NOT GOING TO WORK THAT WELL INITIALLY BUT ULTIMATELY IT WILL WORK GREAT.

YOU WON'T HAVE TO KEY THINGS IN.

THINGS SHOULD NOT TAKE AS LONG TO PROCESS BECAUSE IN ADDITION TO ALL THINGS WE ARE DOING WE ARE INTERNALLY MODERNIZING OUR PROCESSES WHICH SHOULD MAKE THINGS MOVE FASTER AND WORK BETTER.

SO WITH THAT I'M GOING TO SIGN OFF AND THANK YOU AGAIN FOR YOUR PARTICIPATION.

I LOOK FORWARD TO WORKING WITH YOU ON THIS IMPORTANT MODERNIZATION PROJECT.